

**IN THE UNITED STATES PATENT AND**  
**TRADEMARK OFFICE**

In the application of : **McCORMACK, Tony et al.**

Serial No. : **10/645,438**

Filed : **August 21, 2003**

For : **Management of queues in contact centres**

Examiner : **Chea, Philip J.**

Art Unit : **2153**

Confirmation No. : **7992**

Attorney Docket No. : **920673-94702**

**RESPONSE TO OFFICE ACTION OF OCTOBER 9, 2007**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of October 9, 2007, the Applicants make the following amendments and remarks: